

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

STARRED QUESTION NO:2
ANSWERED ON:20.11.2000
LATE DELIVERY OF LETTERS
MANSINH PATEL

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) Whether the Government have received several complaints regarding late delivery, non-delivery and wrong delivery of letters;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the action taken/proposed to be taken by the Government to improve the situation?

Answer

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (A) TO (C) OF STARRED QUESTION FOR 20.11.2000.

There are instances of occasional delay or wrong delivery but such instances are quite few compared to the total quantum of mail handled. During 1999-2000, 10346 complaints relating to late-delivery, non-delivery and wrong delivery of mails were received while 1550.56 crore pieces of mail were handled by the Department, the percentage of complaints to the total traffic being 0.00007% only.

There are many factors for late delivery of mails which are beyond the control of the Department like cancellation/late running of mail carrying planes, trains and buses; natural calamities, civil disturbances, like, bandhs and sudden unexpected spurt in mail volume particularly during festivals. Regarding non-delivery/wrong-delivery of mails, incomplete/wrong address, absence of PIN Codes, non-availability of addressee, change of residence by the addressee, etc. are important factors. Instances of human failure on the part of departmental staff are suitably dealt by the Department.

Efforts are made continuously to improve mail delivery service and the following are among the specific steps taken by the Department in this regard:

- (i) Installation of Automatic Mail Processing Centres at Mumbai and Chennai;
- (ii) Computerisation of Registration Sorting work at major mail centres;
- (iii) Computerisation of Transit Mail Offices in a phased manner;
- (iv) Segmentation of mail into various channels, called Green Channel, Metro Channel, Rajdhani Channel, Business Channel etc, for quicker segregation and transmission and speedy delivery.
- (v) Regular monitoring of mail routeing, and delivery by posting Test Letters and Trial Cards.
- (vi) Progressive mechanisation of delivery by providing mopeds to postmen for delivery work in suitable areas.
- (vii) Rationalisation/restructuring of delivery, with a view to deploying adequate manpower in the expanding urban conglomeration.
- (viii) Surprise checks on delivery of mails by supervisory staff and officers.
- (ix) Live Mail Survey at regular intervals both in rural and urban areas to identify weak links and streamline and improve mail transmission and delivery system.
- (x) Regular co-ordination meetings with Airlines, Railways and State Road Transport authorities to sort out problems relating to transmission of mails.
- (xi) Encouraging pre-sorting of mails by the bulk-mailers by providing incentive of discount in postage.
- (xii) Educating the customers for installation of Mail Boxes on the ground floor of multi-storeyed buildings.

(xiii) Preparation of triplicate registered list in the destination mail offices for bulk mailers to reduce the load on the delivery post office and speed up delivery of such mails.